



# UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE

United States Patent and Trademark Office

Address: COMMISSIONER FOR PATENTS

P.O. Box 1450

Alexandria, Virginia 22313-1450

www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/767,852	01/29/2004	Tsuyoshi Yokota	9319S-000639	2961
27572	7590	03/31/2009		
HARNESS, DICKEY & PIERCE, P.L.C.			EXAMINER	
P.O. BOX 828			WONG, HUIEN	
BLOOMFIELD HILLS, MI 48303				
ART UNIT		PAPER NUMBER		
2169				
MAIL DATE		DELIVERY MODE		
03/31/2009		PAPER		

**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

# Office Action Summary

**Application No.**

10/767,852

**Applicant(s)**

YOKOTA ET AL.

**Examiner**

Huen Wong

**Art Unit**

2169

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 29 January 2004.  
2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.  
3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-18 is/are pending in the application.  
4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.  
5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.  
6) ☒ Claim(s) 1-18 is/are rejected.  
7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.  
8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.  
10) ☒ The drawing(s) filed on 12 August 2004 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).  
11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
a) ☐ All b) ☐ Some \* c) ☐ None of:  
1. ☐ Certified copies of the priority documents have been received.  
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- 1) ☒ Notice of References Cited (PTO-892)  
2) ☐ Notice of Draftperson's Patent Drawing Review (PTO-948)  
3) ☒ Information Disclosure Statement(s) (PTO-850)  
Paper No(s)/Mail Date 29 January 2004, 30 October 2008  
4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date \_\_\_\_\_  
5) ☐ Notice of Informal Patent Application  
6) ☐ Other: \_\_\_\_\_



### **DETAILED ACTION**

1. **Claims 1-18** are presented for examination.
2. The claims and only the claims form the metes and bounds of the invention. "Office personnel are to give claims their broadest reasonable interpretation in light of the supporting disclosure. In re Morris, 127 F.3d 1048, 1054-55, 44 USPQ2d 1023, 1027-28 (Fed. Cir. 1997). Limitations appearing in the specification but not recited in the claim are not read into the claim. In re Prater, 415 F.2d 1393, 1404-05, 162 USPQ 541, 550-551 (CCPA 1969)" (MPEP p 2100-8, c 2, I 45-48; p 2100-9, c 1, I 1-4). The Examiner has full latitude to interpret each claim in the broadest reasonable sense. The Examiner will reference prior art using terminology familiar to one of ordinary skill in the art. Such an approach is broad in concept and can be either explicit or implicit in meaning.

### ***Information Disclosure Statement***

3. The information disclosure statement (IDS) submitted on **01/29/2004** is in compliance with the provisions of 37 CFR 1.97. Accordingly, the information disclosure statement is being considered by the examiner.
4. The information disclosure statement (IDS) submitted on **10/30/2008** is in compliance with the provisions of 37 CFR 1.97. Accordingly, the information disclosure statement is being considered by the examiner.

### ***Drawings***

5. The drawings are objected to as failing to comply with 37 CFR 1.84(p)(5) because they include the following reference character(s) not mentioned in the description: **S150 of Fig. 4**. Corrected drawing sheets in compliance with 37 CFR

1.121(d), or amendment to the specification to add the reference character(s) in the description in compliance with 37 CFR 1.121(b) are required in reply to the Office action to avoid abandonment of the application. Any amended replacement drawing sheet should include all of the figures appearing on the immediate prior version of the sheet, even if only one figure is being amended. Each drawing sheet submitted after the filing date of an application must be labeled in the top margin as either "Replacement Sheet" or "New Sheet" pursuant to 37 CFR 1.121(d). If the changes are not accepted by the examiner, the applicant will be notified and informed of any required corrective action in the next Office action. The objection to the drawings will not be held in abeyance

6. The drawings are objected to under 37 CFR 1.83(a) because they fail to show **S130** as step of determining whether header are selected, as described in **[0062]** of the specification. Any structural detail that is essential for a proper understanding of the disclosed invention should be shown in the drawing. MPEP § 608.02(d). Corrected drawing sheets in compliance with 37 CFR 1.121(d) are required in reply to the Office action to avoid abandonment of the application. Any amended replacement drawing sheet should include all of the figures appearing on the immediate prior version of the sheet, even if only one figure is being amended. The figure or figure number of an amended drawing should not be labeled as "amended." If a drawing figure is to be canceled, the appropriate figure must be removed from the replacement sheet, and where necessary, the remaining figures must be renumbered and appropriate changes made to the brief description of the several views of the drawings for consistency.

Additional replacement sheets may be necessary to show the renumbering of the remaining figures. Each drawing sheet submitted after the filing date of an application must be labeled in the top margin as either "Replacement Sheet" or "New Sheet" pursuant to 37 CFR 1.121(d). If the changes are not accepted by the examiner, the applicant will be notified and informed of any required corrective action in the next Office action. The objection to the drawings will not be held in abeyance.

***Claim Rejections - 35 USC § 112***

7. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

8. **Claims 2 and 14** are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

9. Claim 1 recites "receiving a request for offering information of the product".

**Claim 2** recites the limitation "part-related information from the information received upon receipt of the request for..." No data is received other than the request for offering information. As such, **information received** upon receipt of the request" lacks antecedent basis.

**Claim 14**, a method claim, is rejected for the same reason.

***Claim Rejections - 35 USC § 101***

10. 35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

11. **Claim 12** is rejected under 35 U.S.C. 101 because the claimed the claim is directed to a program, not recited to be on a medium and therefore, is directed to non-statutory subject matter, for the lack of being embodied on a statutory type medium. The Examiner interprets the "program for operating a computer" as software *per se*. Upon amending the claim to recite medium the specification should be analyzed to determine IF the scope of e.g. medium, comprises, "signals", additional amending may be required, based on this issue, *supra*.

***Claim Rejections - 35 USC § 102***

12. The following is a quotation of the appropriate paragraphs of 35 U.S.C 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

13. **Claims 1-4, 7-9, and 12-16 are rejected under 35 U.S.C. 102(b) as being anticipated by US Patent 6240420 by Lee.**
14. As to **claim 1**, Lee teaches an information offering apparatus for offering, via a communication network, information to a user of a product produced by combining parts

selected from a plurality of parts, comprising:

question-and-answer items storage unit means for storing question-and-answer items including questions for each of the plurality of parts and answers for the questions (Lee: Figs. 1-7, Col. 3 Lines 3-22, Col. 4 Lines 8-67; storage of plurality of FAQs);

request-receiving means for receiving a request for offering information of the product from the user via the communication network (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62; user using support system to search for desired/wanted item as indicated in Fig. 7);

information-obtaining means for obtaining part-related information related to a part constituting the product in response to receiving the request (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62; user interacting with support system by selecting from menu windows);

pick-up means for picking up, from the question-and-answer items storage means, at least one question-and-answer item related to the part constituting the product based on the part-related information that is obtained (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN); and

transmission means for transmitting the question-and-answer item that is picked up to the user who has issued the request (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and



providing wanted information via LAN, PSTN; further, storage of plurality of FAQs).

**Claim 13**, a method claim, includes similar subject matter and is rejected for the same reason.

**Claim 16**, a product claim, includes similar subject matter and is rejected for the same reason

15. As to **claim 2**, Lee teaches the information offering apparatus according to claim 1, wherein said information-obtaining means comprises one for obtaining the part-related information from the information received upon receipt of the request for offering information of the product from said request-receiving means (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; further, devices constituting product).

**Claim 14**, a method claim, includes similar subject matter and is rejected for the same reason.

16. As to **claim 3**, Lee teaches the information offering apparatus according to claim 2, wherein said product comprises one that is so constituted as to request the offer for information of the product for the information offering apparatus via the communication network, and transmits the part-related information in response to the request at the time of request (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5

Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN, modem; also, storage of plurality of FAQs; further, search based on devices constituting product).

17. As to **claim 4**, Lee teaches the information offering apparatus according to claim 2, wherein the request includes request information for offering information from said information offering apparatus via the communication network and the part-related information (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; further, search based on devices constituting product).

18. As to **claim 7**, Lee teaches the information offering apparatus according to claim 1, further comprising:

related information storage means for storing product identification information relating to part-related information of the product (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; further, search based on devices constituting product and model);

wherein said request-receiving means comprises one for receiving product identification information in response to the receipt of the request (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; further, search based on devices constituting product and model); and

said information-obtaining means comprises one for obtaining corresponding part-related information from said related information storage means based on identification information that is received (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; also, search based on devices constituting product and model; further, corresponding devices ).

**Claim 15**, a method claim, includes similar subject matter and is rejected for the same reason.

19. As to **claim 8**, Lee teaches the information offering apparatus according to claim 7, wherein said product comprises one that is so constituted as to request the offer for information of the product for the information offering apparatus via the communication network (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via

LAN, PSTN, modem; also, storage of plurality of FAQs; further, search based on devices constituting product), and transmits product identification information in response to the request at the time of request (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; also, search based on devices constituting product and model; further, corresponding devices).

20. As to **claim 9**, Lee teaches the information offering apparatus according to claim 7, wherein the request includes request information for offering information from said information offering apparatus via the communication network and product identification information (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; also, search based on devices constituting product and model; further, corresponding devices ).

21. As to **claim 12**, Lee teaches a program for operating a computer as the information offering apparatus of claim 1 (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and

providing wanted information from remote computer via LAN, PSTN; also, storage of plurality of FAQs; further, search based on devices constituting product).

***Claim Rejections - 35 USC § 103***

22. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

23. **Claims 5, 10, and 17-18 are rejected under 35 U.S.C. 103(a) as being unpatentable over US Patent 6240420 by Lee, in view of US PGPUB 20030067477 by Hidesawa et al. (hereinafter "Hidesawa")**

24. As to **claim 5**, Lee teaches the information offering apparatus according to claim 4, wherein said product comprises a computer (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; further, search based on devices constituting product). Lee does not explicitly disclose request comprises one that is executed by using a short-cut link set on a desktop screen of said product.

However, Hidesawa discloses clicking on desktop to initiate communication with

remote computer in order to access supported-related information hardware defects through the use of well-known pointing device (Hidesawa: Figs. 1-10 & 14-15, [0016]-[0017], [0095]-[121], [0136]-[0145]).

It would have been obvious to one having ordinary skill in the art and the teachings of Lee and Hidesawa before them at the time the present invention was made to incorporate Hidesawa's feature of clicking on desktop to initiate communication with remote computer with Lee's apparatus (Hidesawa: Figs. 1-10 & 14-15, [0016]-[0017], [0095]-[121], [0136]-[0145]). The suggestion/motivation for doing so would have been to access supported-related information hardware defects through the use of well-known pointing device (Hidesawa: Figs. 1-10 & 14-15, [0016]-[0017], [0095]-[121], [0136]-[0145]).

**Claim 17**, a product claim, includes similar subject matter and is rejected for the same reason.

**Claim 18**, a product claim, includes similar subject matter and is rejected for the same reason.

25. As to **claim 10**, Lee teaches the information offering apparatus according to claim 9, wherein said product comprises a computer (Lee: Figs. 1-7 & 8A-8B, Col. 3 Lines 3-22, Col. 4 Lines 8-67, Col. 5 Lines 9-62, Col. 6 Lines 1-6; user using support system to search for desired/wanted item as indicated in Fig. 7; also, display/output of data and providing wanted information via LAN, PSTN; also, storage of plurality of FAQs; also, search based on devices constituting product and model; further,

corresponding devices ). Lee does not explicitly disclose request comprises one that is executed by using a short-cut link set on a desktop screen of said product.

However, Hidesawa discloses clicking on desktop to initiate communication with remote computer in order to access supported-related information hardware defects through the use of well-known pointing device (Hidesawa: Figs. 1-10 & 14-15, [0016]-[0017], [0095]-[121], [0136]-[0145]).

It would have been obvious to one having ordinary skill in the art and the teachings of Lee and Hidesawa before them at the time the present invention was made to incorporate Hidesawa's feature of clicking on desktop to initiate communication with remote computer with Lee's apparatus (Hidesawa: Figs. 1-10 & 14-15, [0016]-[0017], [0095]-[121], [0136]-[0145]). The suggestion/motivation for doing so would have been to access supported-related information hardware defects through the use of well-known pointing device (Hidesawa: Figs. 1-10 & 14-15, [0016]-[0017], [0095]-[121], [0136]-[0145]).

**26. Claims 6 is rejected under 35 U.S.C. 103(a) as being unpatentable over US Patent 6240420 by Lee, in view of US Patent 6826715 by Meyer et al. (hereinafter "Meyer").**

**27. As to claim 6,** Lee teaches the information offering apparatus according to claim 3. Lee does not explicitly disclose the part-related information is stored in the product at a time of producing said product.

However, Meyer discloses automatic capturing hardware, OS information and

transmitting it for automatic diagnostic/support purposes (Meyer: Col. 1 Lines 40-67, Col. 2 Lines 1-18, Col. 4 Lines 40-45, Sample Logs from Col. 3 – Col. 24).

It would have been obvious to one having ordinary skill in the art and the teachings of Lee and Meyer before them at the time the present invention was made to incorporate Meyer's features of automatic capturing hardware, OS information and transmitting it (Meyer: Col. 1 Lines 40-67, Col. 2 Lines 1-18, Col. 4 Lines 40-45, Sample Logs from Col. 3 – Col. 24) with Lee's apparatus (Meyer: Col. 1 Lines 40-67, Col. 2 Lines 1-18, Col. 4 Lines 40-45, Sample Logs from Col. 3 – Col. 24). The suggestion/motivation for doing so would have been to provide automatic diagnostic/support (Meyer: Col. 1 Lines 40-67, Col. 2 Lines 1-18, Col. 4 Lines 40-45, Sample Logs from Col. 3 – Col. 24).

**28. Claims 11 is rejected under 35 U.S.C. 103(a) as being unpatentable over US Patent 6240420 by Lee, in view of US Patent 6170056 by Sidie.**

29. As to **claim 11**, Lee teaches the information offering apparatus according to claim 8. Though it is well known that BIOS stores computer identification information, Lee does not explicitly disclose wherein the identification information is stored in the product at a time of producing said product.

However, Sidie discloses scanning of BIOS to retrieve model information of computer in order to perform inventorying of computers in a fast, non-intrusive manner without physical manipulation of computer and also to prepare for software upgrades and impending Y2K issues (Sidie: Col. 1 Lines 53-66, Col. 2 Lines 17-67, Col. 3 Lines



1-28).

It would have been obvious to one having ordinary skill in the art and the teachings of Lee and Sidie before them at the time the present invention was made to incorporate Sidie's feature of scanning of BIOS to retrieve model information of computer with Lee's apparatus (Sidie: Col. 1 Lines 53-66, Col. 2 Lines 17-67, Col. 3 Lines 1-28). The suggestion/motivation for doing so would have been to perform inventorying of computers in a fast, non-intrusive manner without physical manipulation of computer and also to prepare for software upgrades and impending Y2K issues (Sidie: Col. 1 Lines 53-66, Col. 2 Lines 17-67, Col. 3 Lines 1-28).

#### ***Prior Art***

30. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- **US PGPUB 2001/0032211** by **Kuzumaki**
- **US PGPUB 2003/0028448** by **Joseph et al.**
- **US Patent 6028601** by **Machiraju et al.**
- **US Patent 6243090** by **Machiraju et al.**
- **US Patent 6539499** by **Stedman et al.**
- **US Patent 6999990** by **Sullivan et al.**
- **US Patent 6377944** by **Busey et al.** teaches allowing "a customer to obtain information independently, such as by querying a database, compilation of FAQ or other information source". The Busey reference also discloses

allowing "a customer to receive information in the form of 'self-help.'" The Busey reference also discloses question/answer pairs and storage of question/answer pairs. The Busey reference also discloses HTML-based FAQ interface. The Busey reference also discloses browsing the querying for FAQ. The Busey reference also discloses inserting of additional question/answer pairs. The Busey reference also discloses question answer pairs relevant to "a general printer malfunction, which contains a description of common 'cannot print' causes and remedies" that may "also have links to other more specific printer malfunction entries" and also "displaying the answer entry for the general 'cannot print' question may present the customer with links to specific entries such as 'cannot print after software upgrade' or 'cannot print after toner replacement'."

- **US Patent 7505921** by **Lukas et al.** teaches allowing storage and querying of FAQ. The Lukas reference also discloses component such as hard disk and the FAQ "how does a hard disk work?" and "what is a gigabyte?" The Lukas reference also discloses component such as RAM and the FAQ "what is ECC memory?"
- **US Patent 6944800** by **Brundridge et al.** teaches method/system of detecting and reporting failures in PCs. The Brundridge reference also discloses FAQ related to errors. The Brundridge reference also discloses that "the error log is looked at, and non relevant FAQ files are masked out to the user. Only files relevant or needed by the particular user are presented."

- **NPL Western Digital Service and Support** (retrieved via Internet Archive) discloses online, web-based support services. **NPL Western Digital Service and Support** also discloses retrieval of FAQ. **NPL Western Digital Service and Support** also discloses search based on category, product, etc.

### ***Conclusion***

31. Any inquiry concerning this communication or earlier communications from the Examiner should be directed to Huen Wong whose telephone number is (571) 270-3426. The examiner can normally be reached on Monday - Friday (8:30 EST - 5:00 EST).

If attempts to reach the examiner by telephone are unsuccessful, the Examiner's supervisor, Tony Mahmoudi can be reached on (571) 272-4078. The fax phone number for the organization where this application or proceeding is assigned is (571) 273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Application/Control Number: 10/767,852

Page 18

Art Unit: 2169

/Huen Wong/

/Vincent F. Boccio/

Examiner, Art Unit 2169

Primary Examiner, Art Unit 2169

March 20, 2009